GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:441
ANSWERED ON:25.08.2004
SURRENDERING OF TELEPHONE CONNECTIONS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a large number of fixed line subscribers are surrendering their telephone connections of BSNLIMTNL in various cities as well as in rural areas;

(b) if so, the details thereof, State-wise during the last two years;

(c) the extent to which it is likely to affect the target of achieving the teledensity of 7 per cent in the country; and

(d) the steps taken by the BSNL/MTNL in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN)

(a) to (d): A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA SfARRED QUESTION NO. 441 FOR 25TH AUGUST, 2004 REGARDING SURRENDERING OF TELEPHONE CONNECTIONS.

(a) & (b) Yes, Sir. Details of surrenders in fixed line telephones during the last two years in respect of BSNL and MTNL are furnished in Annexure.

(c) Teledensity of 7 per hundred population in the country has already been achieved in March, 2004 against the target of 7 by 2005, as per NTP-99.

(d) BSNL and MTNL are taking several steps to improve quality of telecom services for fixed line customers. Some of the specific steps being taken to check surrender of fixed line telephones are as follows:

BSNL

(i) Provision of additional value added services on fixed lines like SMS.

(ii) Waiver of shifting charges both in local and intercity.

(iii) Special incentive scheme in the form of ITC card to fixed line customers.

(iv) Provision of additional concessional telephone for Internet.

(v) Waiver of rental for period of disconnections, in disconnection due to non payment.

(vi) Different rental packages to meet consumer usage pattern.

(vii) Telephone with incoming only facilities.

MTNL

(i) Provision of phone plus services such as call waiting, call forwarding, wake up services, absent subscribers services and calling line identification presentation (CLIP)

(ii) Facility to send e-mail from normal MTNL phone line without PC.

(iii) Toll free numbers 1500 for providing information and services at single window.

(iv) Billing service on telephone (1661) for all sorts of queries/complaints.

(v) Customized tariff package to suit different usage pattern.

Annexure

No. of surrenders/disconnections in BSNL and MTNL in the last two years

Name of Units	2002-03	2003-04
Andaman & Nicobar	1333	1381
Andhra Pradesh	293030	468426
Assam	8791	31085
Bihar	20908	54802
Chhattisgarh	18132	19278
Gujarat	180517	395534
Haryana	29284	66473
Himachal Pradesh	5850	38306
Jammu and Kashmir	7852	10517
Jharkhand	16042	19038
Karnataka	183286	307930
Kerala	53264	92245
Madhya Pradesh	56475	77305
Maharashtra	234109	472548
North East-I	4955	5587
North East-II	7598	3425
Orissa	40239	64924
Punjab	55771	161694
Rajasthan	55465	112673
Tamil Nadu	240359	306407
Uttaranchal	11566	29918
Uttar Pradesh (E)	68844	119552
Uttar Pradesh (W)	35227	92868
West Bengal	11334	39640
Kolkata	84831	125441
Chennai	68474	143138
Total (BSNL)#	1793536	3260135
MTNL	171238	377242

BSNL information includes disconnections due to reasons other than surrender also because separate data for surrenders is not maintained.